SURF
hcai service users research forum

HCAI Research Network

Using an online survey to paint a picture of service user involvement in Healthcare Associated Infection Research

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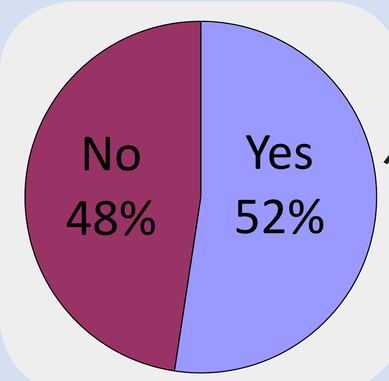
Service User Research Forum (SURF)

SURF is a lay group committed to making a contribution to Healthcare Associated Infections (HCAI) research. Members are involved in a range of different research projects. Activities include setting research priorities, assisting in the development of applications, working as members of a research team, reviewing information and disseminating results.

The Survey

150 researchers in the field of Healthcare Associated Infections were asked to complete an anonymous online survey about their views and experiences of public involvement. This poster presents the data from the 50 responses received, along with a selection of the SURF group's reflections on the results, presented in the speech bubbles.

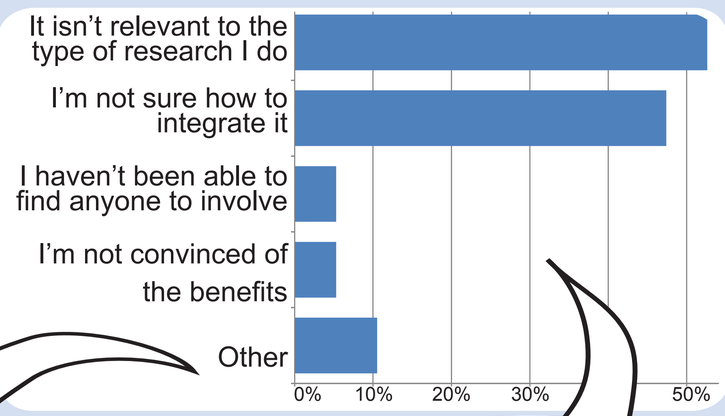
The percentage of researchers who say they have included public involvement:



It's good that they are thinking about involvement, no matter how big or small this may be.

It depends on the interpretation of 'involve'

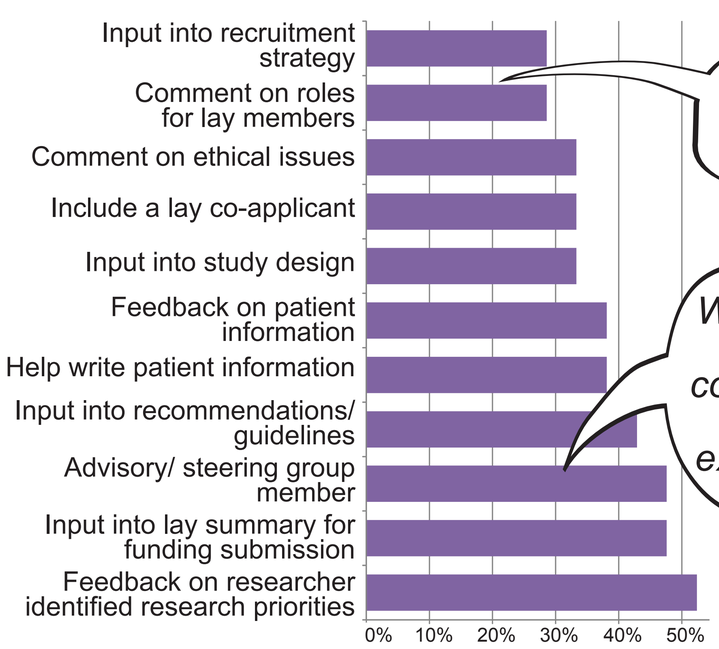
Why public involvement is not being included:



We need to find out why they feel it isn't relevant, they may have legitimate answers, or it may reveal the need for greater education

All research is relevant as this will ultimately have an impact on the public, in health outcomes and the public purse

The most common ways researchers say they are involving the public:



The most popular responses involve 'easy' involvement

We're not surprised by the most common responses, they fit with our experience of being involved

..all a bit 'dry', more imaginative ways could be explored....

The benefits researchers reported:

- Improved recruitment strategies
- Rigour
- Identify new perspectives
- Improved team behaviour
- Established new contacts and networks
- Reminded me of end point of research and suffering associated with illness
- Enhanced development of guidelines and recommendations
- Better written patient information
- Improved acceptability to patients

...this makes me feel positive about my input..

..particularly pleased to see the human element included, so often forgotten in the higher scheme of things

...could be more emphasis on outcome - that it would be more trusted if lay members involved..

The challenges they experienced:

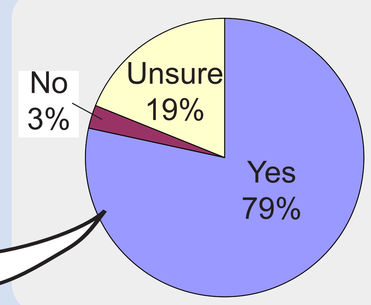
- Identifying members of the public to involve
- Time
- Managing expectations about timescales involved in research
- Found lay member agressive towards the team
- Preoccupation with personal experience
- Having to adapt existing ways of working
- Service user misinterpreting results
- Obtaining funding for involvement before grant secured
- Key stakeholders not supportive

If the research takes a long time it is difficult to feel part of the team and keep up levels of commitment

People often get involved because of adverse experiences, researchers need to understand this can impact on them. We don't mean to be aggressive - we are passionate!

Researchers should think carefully about what they do and do not need help with from the public. Don't be afraid of not including us in everything.

Do researchers think public involvement can improve research?



Interesting survey, would be good to follow up with interviews to get behind and inside the responses.

DH Department of Health

www.hcaisurf.org

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